**Active caseload and fidelity**

To score 5 on the fidelity scale ES need to have a caseload of 20. However, it should be noted that many high performing IPS services suggest a caseload of 20-25, given some cases may be in transition, so by maintaining 20-25 it is more likely that there will be 20 active cases at any one time.

**An active client is defined as** 🡪 Someone who has been in contact with the service in the last 4 weeks and continues to be engaged with an active Action Plan.

**Indicators of level of engagement for active clients:**

* Has met with their employment specialist and has agreed to engage in the IPS service to find paid employment
* Has an active Vocational Plan which is reviewed regularly. This should include agreement around what the individual will do, ES and clinical team
* Is someone who wants to gain employment
* Is proactively engaging with their Employment Specialists to gain employment
* Has face to face employment focussed meetings with their employment specialist every 2 weeks (depending on the stage of their employment journey)
* Has remote employment focussed contact and communication with their Employment specialist at least fortnightly
* Requires support with both their Mental health and wellbeing and employability
* Has recently started new employment and is receiving intensive in work support
* Client will remain active whilst you attempt assertive engagement activities.
* There is evidence of active employer engagement

NB: please note there are some exceptions to the above and this is meant as guide for what could be considered normal working practice. Individual choices and preferences must be considered when deciding if a client is active. It is recommended that you take a team approach when deciding a clients “status”

**Indicators for an in-active client**

* Clients who are on Hold for more than 4 weeks will be consider inactive
	+ *If you know the client will reengage with 3 months they can remain on the top of the waiting list until they are able to reengage*
	+ *If you do not know they are likely to reengage then close the referral and encourage the client to re-refer at a time in which they can engage with the service*
* Clients who are receiving support and not proactively looking for work are not considered active clients on the employment specialists case load.
* If clients are receiving either in work and or retention support whilst seeking paid employment; they are considered “active clients”.
* An open referral does not mean someone is active
* Clients on the waiting list are not consider active (even if they are engaging in vocational clinics